

ORIGINAL

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CERTIFICATION OF

05 MAY 26 PM 1:4

PUBLIC SERVICE COMMISSION ADMINISTRATIVE RULES

COMMISSION CLERK

FILED WITH THE

DEPARTMENT OF STATE

I do hereby certify:

/x/ (1) That all statutory rulemaking requirements of Chapter 120, F.S., have been complied with; and

/x/ (2) There is no administrative determination under subsection 120.56(2), F.S., pending on any rule covered by this certification; and

/x/ (3) All rules covered by this certification are filed within the prescribed time limitations of paragraph 120.54(3)(e), F.S. They are filed not less than 28 days after the notice required by paragraph 120.54(3)(a), F.S., and;

// (a) Are filed not more than 90 days after the notice; or

// (b) Are filed not more than 90 days after the notice not including days an administrative determination was pending; or

/x/ (c) Are filed more than 90 days after the notice, but not less than 21 days nor more

CMP than 45 days from the date of publication of the notice of change; or

COM // (d) Are filed more than 90 days after the notice, but not less than 14 nor more than 45

CTR days after the adjournment of the final public hearing on the rule; or

GCL // (e) Are filed more than 90 days after the notice, but within 21 days after the date of

DPC receipt of all material authorized to be submitted at the hearing; or

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TALLAHASSEE, FLORIDA

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// (f) Are filed more than 90 days after the notice, but within 21 days after the date the transcript was received by this agency; or

// (g) Are filed not more than 90 days after the notice, not including days the adoption of the rule was postponed following notification from the Joint Administrative Procedures Committee that an objection to the rule was being considered; or

// (h) Are filed more than 90 days after the notice, but within 21 days after a good faith written proposal for a lower cost regulatory alternative to a proposed rule is submitted which substantially accomplishes the objectives of the law being implemented; or

// (i) Are filed more than 90 days after the notice, but within 21 days after a regulatory alternative is offered by the small business ombudsman.

Attached are the original and two copies of each rule covered by this certification. The rules are hereby adopted by the undersigned agency by and upon their filing with the Department of State.

Rule No.

25-4.085

Under the provision of subparagraph 120.54(3)(e)6., F.S., the rules take effect 20 days from the date filed with the Department of State or a later date as set out below:

Effective: _____
(month) (day) (year)

Blanca S. Bayo

BLANCA S. BAYO, Director
Division of the Commission Clerk
and Administrative Services



MKS

Number of Pages Certified

1 25-4.085 Service Guarantee Program

2 A company may petition the Commission for approval of a Service Guarantee
3 Program, which would relieve the company from the rule requirement of each service standard
4 addressed in the approved Service Guarantee Program. ~~When evaluating a Service Guarantee~~
5 Program for approval, the Commission will consider the Program's benefits to the customers
6 and whether the Program is in the public interest. The Commission shall have the right to
7 enforce the provisions of the Service Guarantee Plan.

8 Specific Authority: 350.127(2), F.S.

9 Law Implemented: 364.01, 364.01(4), 364.03, 364.035, 364.036, 364.386, F.S.

10 History: New.

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CODING: Words underlined are additions; words in ~~struck-through~~ type are deletions from existing law.

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TALLAHASSEE, FLORIDA

SUMMARY OF RULE

This rule allows the option for the company to have a Commission approved Service Guarantee Program which will relieve the company from each standard covered in the program. It benefits customers by an unknown amount and may be less costly to companies if fewer employees are needed versus the amount needed to meet the service standards.

SUMMARY OF HEARINGS ON THE RULE

No hearing was requested and none was held.

FACTS AND CIRCUMSTANCES JUSTIFYING THE RULE

The rule allows a company the option of substituting its own service standards for all or some of the service standards in Chapter 25-4, F.A.C. The Commission has to approve any of the standards proposed by the company in order for the company to substitute them for those in Chapter 25-4. This may allow a company to operate more efficiently.

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